Questionnaire for
E-Gov Presidential Initiative or Line of Business Standards Selection Process

Background:

Each E-Gov Presidential Initiative and Line of Business (LOB) requires the use of standards for deployment of innovative, web-based information technology (IT) services. Standards are required to ensure the necessary interoperability and security between government agencies, businesses, and citizens. Such standards are generally private sector, consensus-based standards. In cases where no suitable private sector standards are available, USG may develop and adopt government unique standards.

The Office of Management and Budget (OMB) has recognized the need to identify and validate appropriate and effective standards for E-Gov applications to ensure that the most effective standards are used in E-Gov applications and has assigned this responsibility to NIST. The lack of uniform, effective standards can lead to problems in internet accessibility, data compatibility, as well as national security and personal privacy concerns. NIST has established this E-Gov validation process to address such concerns and to assist federal agencies in the selection of appropriate E-Gov standards.

Instructions:

Please complete the questionnaire in its entirety and forward to:

Mary H. Saunders, Chief
Standards Services Division
100 Bureau Drive, MS 2100
Gaithersburg, MD 20899-2100

email: *mary.saunders@nist.gov*
fax: 301-975-4715

If you have any questions regarding the questionnaire you can contact David Alderman on 301-975-4019 (*david.alderman@nist.gov*) or Maureen Breitenberg on 301-975-4031 (*maureen.breitenberg@nist.gov*).

E-Gov Travel Responses
to the Questionnaire for E-Gov Presidential Initiative or Line of Business Standards Selection Process

1. Title of E-Gov Initiative or Line of Business:
   E-Gov Travel

2. Initiative / LOB website:
   www.gsa.gov/egovtravel

3. Name and contact information for responsible Project Manager:
   Frank Robinson
   frank.robinson@gsa.gov
   (703) 605-2151

4. Name and contact information for questions regarding standards used in this initiative/LOB (if different from above):
   Peter Kapsales
   peter.kapsales@gsa.gov
   (703) 605-2163

5. Describe the process that was undertaken to choose and/or develop the standards required to implement the objectives of the Initiative or LOB:

The E-Gov Travel PMO took a collaborative approach to define the baseline travel data elements hosting numerous several working sessions and sponsoring a formal data modeling workshop, to create a data dictionary of 385 standard data elements included in ETS (E-Gov Travel Service).

The following sources of information were reviewed to define the ETS standard data elements:

- The ETS Request for Proposals (RFP).

- The Federal Travel Regulation (FTR).

- The Joint Financial Management Improvement Program (JFMIP), Travel System Functional Requirements Document.

- The Foreign Affairs Manual (FAM), 6 FAM Volume 100, Travel, Transportation and Storage.

- Data Modeling Workshop with more than 20 Federal Agencies and E-Gov Travel PMO.

The resulting ETS data exchange approach is based on a comprehensive set of standard data elements that ensure a wide range of travel related business needs are met while maintaining a high level of usability. The goal was to create a standard data set for input and output that could be used across agencies with minimal extensions, making it easier and less costly for agencies to integrate with the ETS and to use them for management information reporting purposes.

The E-Gov Travel PMO conducted a survey with Business Reference Model (BRM) agencies in March 2004. The survey revealed that agencies were looking to use XML and they preferred a smaller modular set of XML schemas rather than a big monolithic XML schema. The E-Gov Travel PMO shared these results with ETS vendors and helped them design their product to meet customer preferences.

The various sources used in arriving at the E-Gov Travel XML standards include:

- CIO Council, XML Working Group, XML Developer's Guide [draft]: http://xml.gov/documents/in_progress/developersguide.pdf [cited in ETS Request For Proposal (RFP)]

- Roger Costello's XML Schema Best Practices: http://www.xfront.com/BestPracticesHomepage.html

- Federal Enterprise Architecture (FEA): http://www.feapmo.gov/fea_downloads.asp

- The World Wide Web Consortium (W3C): http://www.w3.org/XML/

The E-Gov Travel PMO obtains agreement on the use of standards with our customer agencies through an Integration Agreement, also referred to as an Interface Agreement, which formalizes agreement between the ETS vendor and federal agency about the parameters of inbound and outbound data exchange between the agency's business systems and the ETS. It addresses data format(s), translation, scheduling, access, testing, transmission, security requirements, responsibilities, points of contact, etc., associated with ETS data exchange. This includes the standards used.

Additionally, our RFP specified standards that were mandatory for the ETS vendors, and our master contract modifications at each option period will continue to require or modify the adherence to required standards.

The PMO prepared a security management plan documenting the security approach for the PMO, ETS, the vendors, and their subcontractors. Guidance was provided by the GSA CIO's office for adhering to GSA and government-wide security regulations.

6. When determining standards needs were consensus standards given first consideration? If not, why?

No, consensus standards were not given first consideration. The term consensus standard implies it is a standard based upon use by a majority of the potential users and that the standard has <u>not</u> yet been adopted by industry or professional standards bodies. We are not involved in that stage of the acceptance of standards which often entail political struggles among various industry factions regarding competing standards considered for formal adoption. We follow the lead of industry, professional organizations, and the Federal Enterprise Architecture. If an established standard does not exist, we would consider other standards that have not yet been approved.

7. Describe the process used to ensure that input from all appropriate stakeholders, public and private, was considered?

The following steps were taken by E-Gov Travel to ensure input was considered:

    a. Hosted numerous work sessions with federal agencies.

    b. Sponsored a data modeling workshop, inviting the federal agencies.

    c. Provided a draft version of standard data elements to the federal agencies and other government stakeholders for review.

    d. Reviewed sources of information (public and private) to determine if all owners and users were included in the requests for feedback.

    e. Sought advice from public and private subject matter experts to determine if all stakeholders were considered.

    f. Conducted market research with leading firms in the industry and with standards bodies.

    g. Conducted surveys with the federal agencies.

    h. Established E-Gov Travel user groups and executive governance board including representation of the federal agencies to continue receiving feedback on all issues.

8. Please list participating federal agencies involved in selecting or developing and implementing standards for the initiative/LOB:

All 24 BRM federal agencies were solicited for input regarding the standards to be used by the initiative.

9. Please list participating state or local governments agencies involved in developing and implementing standards for the initiative/LOB:

None.

10. Please list participating private sector organizations involved in developing and implementing standards for the initiative/LOB:

None.

11. Please list participating voluntary consensus standards bodies involved in developing and implementing standards for the initiative/LOB:

None.

12. Please provide a list of standards relevant to the development and implementation of the initiative/LOB.

E-Gov Travel PMO Standards			
Area	**Type**	**Owner**	**Description**
Data	Standard	CIO Council, XML Working Group	XML
	Standard	Roger Costello's XML Schema Best Practices	XML
	Standard	Federal Enterprise Architecture	XML
	Standard	The World Wide Web Consortium (W3C)	XML
	Contractual	E-Gov Travel PMO	Unified Data Model
Data Interchange	Standard	Open Travel Alliance	Specification Version 2006A
	Guidance	EAI Industry Consortium	Electronic Data Interchange (EDI)
Enterprise Architecture	Guidance	OMB	FEA
Financial	Guidance	Joint Financial Management Improvement Program (JFMIP)	Travel System Functional Requirements Document

Credit Card	Contractual	GSA SmartPay	SmartPay RFP
Travel	Regulatory	OGP	Federal Travel Regulation
	Guidance	Travel, Transportation and Storage	The Foreign Affairs Manual (FAM), 6 FAM Volume 100
	Industry	GDS companies	Global Distribution Systems
Section 508	Regulatory	Federal Government	29 U.S.C. 794d
	Regulatory	Federal Government	Final FAR Rule For Implementing Section 508 of the Rehab Act Electronic and Information Technology Accessibility for Persons with Disabilities
	Guidance	Information Technology Industry (ITI)	Product Accessibility Template (VPAT)
	Guidance	W3C	Web Content Accessibility Guidelines 1.0
	Guidance	Access Board	Guide to the Section 508 Standards for Electronic and Information Technology
Security	Regulatory	GSA	GSA IT Security Policy CIO HB 2100.1D
		GSA	GSA CIO-IT Security 06-30
		GSA	GSA ADM P 9732.1C
		OMB	OMB Circular A-130
		NIST	NIST Special Publication 800-18
		NIST	NIST Special Publication 800-21
		NIST	NIST Special Publication 800-26
		NIST	NIST Special Publication 800-53/53A
		NIST	All indentured NIST documents
		NIST/FIPS	FIPS 199
		NIST/FIPS	FIPS 200
		ISO	ISO 17799
		EU	EU Safe Harbor
		NIST	FIPS 140-2
		Homeland Security	HSPD-12
		Federal Government	Federal Information Security Management Act of 2002 (FISMA)
Privacy	Regulatory	Federal Government	Privacy Act of 1974 (Public Law 93-579)
		Federal Government	Executive Order 9397 and Chapter 57, Title 5 United States Code
		OMB	OMB M-06-16
		OMB	OMB M-06-19

<u>Type</u>
Standard: accepted by industry and professional organizations
Industry: defacto standard created by market domination of a firm
Guidance: suggested standard.
Regulatory: required by law, statute, or regulation.
Contractual: required by legal agreement of applicable parties.